



Call emergency services using NRS Captions



Step-by-step instructions

1.



Go to the [Make an NRS Captions call page \(nrscaptions.nrscall.gov.au\)](https://nrscaptions.nrscall.gov.au) or click on the **NRS Captions call** link at the top of each page in accesshub.gov.au.

2.



On the log on page, click on **Call 000** (you won't need to log on).

OR if you are already logged in, click on **Call 000** in the **I want to make a call** window.

3.



In the **I want to make a call** window you can also enter **000** and then click **Connect Now**.

4.



Watch the screen and answer your phone when it rings.

5.



Your call is now connected to the NRS.

6.



Wait to be connected to the Emergency Services Officer (ESO).

7.



Watch the screen for captions. There will be a short delay between hearing the ESO and captions appearing.

Speak directly to the ESO. Answer all questions and **do not hang up** until the ESO tells you the call is finished.

8.



To end the call, say 'goodbye' and hang up the phone.

Click **Hang up** at top right-hand corner of the screen.